



Department of Technology Services

***Remedy Hybrid
Web Mid-Tier
Ticketing System***

July 2006

Remedy Hybrid Mid-Tier Ticketing System

These instructions should assist you when logging onto the Remedy Hybrid Mid-Tier Ticketing System. If you have any problems, please contact the DTS Service Desk at (916) 464-4311 (CALNET 433-4311) or send an email to: DTSHELP@DTS.CA.GOV

To obtain authorization to use the system, a Request for Service form DTS 098 must be submitted to your Customer Relations Representative. The section titled "Summary of Request" must include the following information for each person requiring access: First and Last name, complete telephone number and email address.

Login Procedure

You can access the Remedy Hybrid Mid-Tier Ticketing System at: [HTTP://SDP.DTS.CA.GOV](http://SDP.DTS.CA.GOV) or at the Department of Technology Services Homepage at: WWW.DTS.CA.GOV , and selecting Customer Resources, Customer Services, and then Service Desk Tickets. From there you can either log into the Mid-Tier or view the procedures.

To log into this system, enter your **User Name*** and **Password** (Case sensitive) and click on **Login**.

* The first letter of each name must be capitalized, e.g., Joe User.

You will have **Read-Only** access. If you need to update a ticket, please contact the DTS Service Desk.

Remedy Mid Tier 6.0

Welcome

User Name*

Password

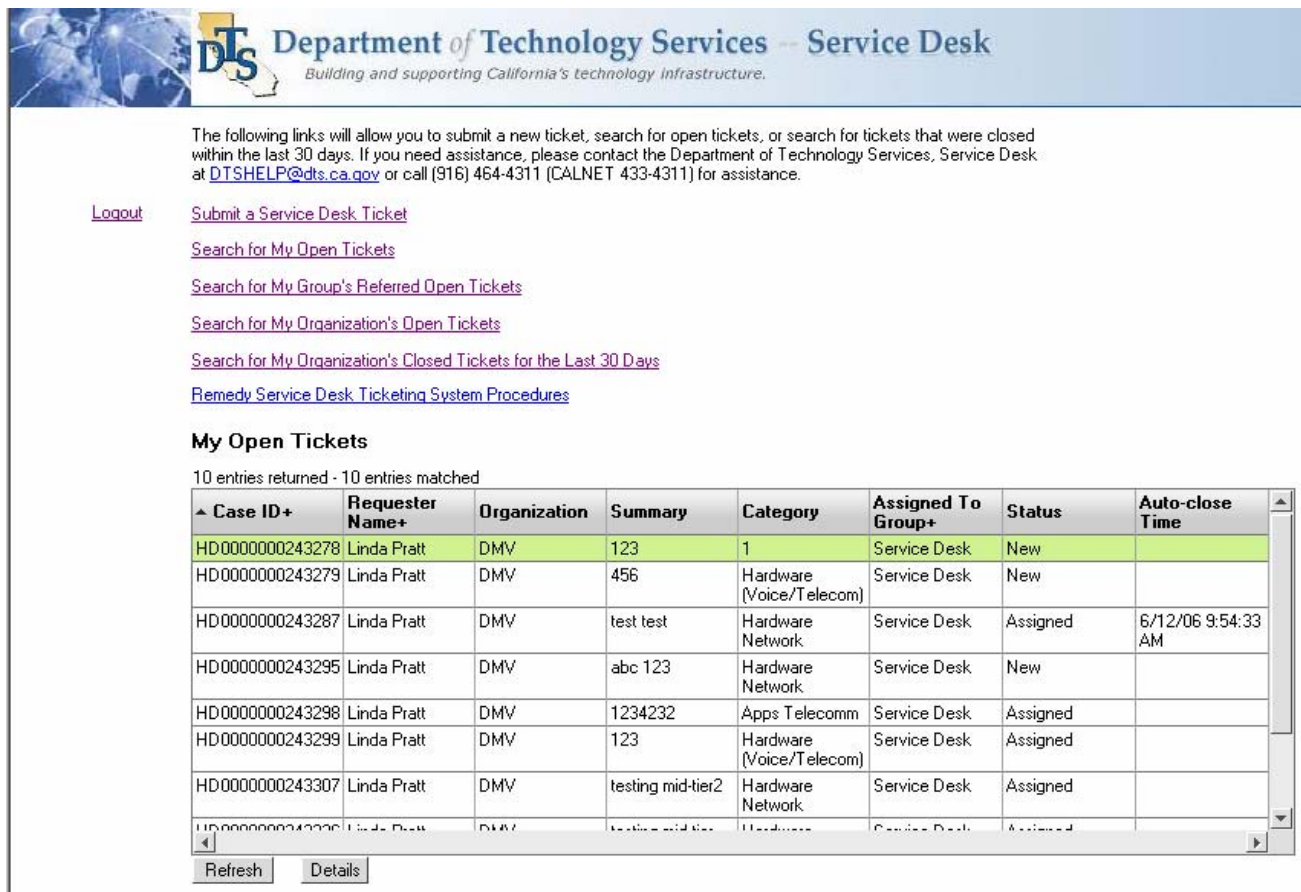
Authentication

Login Clear

Leave blank

USER OPTIONS

- The following window will appear with a menu selection to choose from.



The screenshot shows the 'Department of Technology Services - Service Desk' interface. At the top, there is a header with the DTS logo and the text 'Building and supporting California's technology infrastructure.' Below the header, a paragraph explains that the following links will allow users to submit a new ticket, search for open tickets, or search for tickets closed within the last 30 days. It also provides contact information for assistance: DTSHELP@dts.ca.gov or call (916) 464-4311 (CALNET 433-4311).

Below the paragraph, there is a 'Logout' link and a list of menu options:

- [Submit a Service Desk Ticket](#)
- [Search for My Open Tickets](#)
- [Search for My Group's Referred Open Tickets](#)
- [Search for My Organization's Open Tickets](#)
- [Search for My Organization's Closed Tickets for the Last 30 Days](#)
- [Remedy Service Desk Ticketing System Procedures](#)

Below the menu options, there is a section titled 'My Open Tickets' with the text '10 entries returned - 10 entries matched'. This section contains a table with the following data:

Case ID+	Requester Name+	Organization	Summary	Category	Assigned To Group+	Status	Auto-close Time
HD0000000243278	Linda Pratt	DMV	123	1	Service Desk	New	
HD0000000243279	Linda Pratt	DMV	456	Hardware (Voice/Telecom)	Service Desk	New	
HD0000000243287	Linda Pratt	DMV	test test	Hardware Network	Service Desk	Assigned	6/12/06 9:54:33 AM
HD0000000243295	Linda Pratt	DMV	abc 123	Hardware Network	Service Desk	New	
HD0000000243298	Linda Pratt	DMV	1234232	Apps Telecomm	Service Desk	Assigned	
HD0000000243299	Linda Pratt	DMV	123	Hardware (Voice/Telecom)	Service Desk	Assigned	
HD0000000243307	Linda Pratt	DMV	testing mid-tier2	Hardware Network	Service Desk	Assigned	
HD0000000243308	Linda Pratt	DMV	testing mid-tier	Hardware	Service Desk	Assigned	

Below the table, there are two buttons: 'Refresh' and 'Details'.

- Click on one of the available selections.



The following links will allow you to submit a new ticket, search for within the last 30 days. If you need assistance, please contact the at DTSHELP@dts.ca.gov or call (916) 464-4311 (CALNET 433-4311).

[Logout](#)

[Submit a Service Desk Ticket](#)

[Search for My Open Tickets](#)

[Search for My Group's Referred Open Tickets](#)

[Search for My Organization's Open Tickets](#)

[Search for My Organization's Closed Tickets for the Last 30 Days](#)

[Remedy Service Desk Ticketing System Procedures](#)

Submitting a Ticket

Overview

- A Service Desk ticket is used to request assistance or to report a problem regarding services provided by the Department of Technology Services. After providing the requested information and clicking on the **Submit** button, a ticket is created in the Remedy ARS System and an email message is sent to: DTSHELP@DTS.CA.GOV notifying the DTS Service Desk of a ticket submission.



The following links will allow you to submit a new ticket, search for tickets within the last 30 days. If you need assistance, please contact the DTS Service Desk at DTSHELP@dts.ca.gov or call (916) 464-4311 (CALNET 433-43).

[Logout](#)

[Submit a Service Desk Ticket](#)

[Search for My Open Tickets](#)

[Search for My Group's Referred Open Tickets](#)

[Search for My Organization's Open Tickets](#)

[Search for My Organization's Closed Tickets for the Last 30 Days](#)

[Remedy Service Desk Ticketing System Procedures](#)

CREATING A NEW TICKET

- Select **Submit a Service Desk Ticket**.


A form will be displayed. (Several default values will be automatically entered for you. If these are incorrect, you can type in the correct information.)

- Each field contains a label that identifies whether it is a required or optional field. All required fields are **BOLD** and must be completed before a ticket can be submitted.

Information can be entered in most fields by typing directly in the box provided; however, some fields provide a drop-down button for your convenience. A selection **must** be made from the drop-down menus in the **Category**, **Type**, and **Item** fields. You cannot type an entry into these three fields.

- Click the **Submit** button to submit the ticket. You will receive a **Submit Successful** statement, the entry identification number assigned to the new ticket and a message that the DTS Service Desk has been notified.

CREATING A NEW TICKET (CONTINUED)



Department of Technology Services -- Service Desk
Building and supporting California's technology infrastructure.

BOLD fields must be completed before a ticket can be submitted. Click on arrows (v) to make your selection from the Drop Down Menus.

Full Name

(No action is required. This field is automatically filled in.)

Email Address

Phone Number

(No action is required. This field is automatically filled in.)

Urgency

(A selection has been made for you. If this is not the correct selection, please click on the drop down arrow located to the right of the field and select the correct Severity.)

Case Type

(A selection has been made for you. If this is not the correct selection, please click on the drop down arrow located to the right of the field and select the correct Severity.)

Category

(You must select an item from the Category drop down before you can complete the Type and Item fields.)

Type

(You must complete the Category field before selecting making a selection from this drop down field.)

Item

(You must complete the Type field before selecting making a selection from this drop down field.)

Network ID

(This field is optional. Please enter the Router ID, IP Address, MAC Address, Server Name, DNS Name, Terminal ID, Printer ID, Line ID, Cluster ID, Controller ID, or any other information that is pertinent.)

Problem Description

(Please enter a brief description of the problem. This field is limited to 128 characters maximum. If you need more room, please use the Additional Information field below.)

Additional Information

[Submit](#) [Logout](#) [Cancel](#)

BOLD fields are required

SEARCH FOR MY OPEN TICKETS

- To view your current open tickets, click on the Search for My Open Tickets selection. A window will be displayed showing all tickets. All searches will display the total number of tickets found at the top left corner of the window and state which search you are performing. To view a ticket, highlight the ticket and click on the Details button.



The following links will allow you to submit a new ticket, search for open tickets, or search for tickets that were closed within the last 30 days. If you need assistance, please contact the Department of Technology Services, Service Desk at DTSHELP@dts.ca.gov or call (916) 464-4311 (CALNET 433-4311) for assistance.

[Logout](#)

[Submit a Service Desk Ticket](#)

[Search for My Open Tickets](#)

[Search for My Group's Referred Open Tickets](#)

[Search for My Organization's Open Tickets](#)

[Search for My Organization's Closed Tickets for the Last 30 Days](#)

[Remedy Service Desk Ticketing System Procedures](#)

My Open Tickets

10 entries returned - 10 entries matched

Case ID	Requester Name	Organization	Summary	Category	Assigned To Group	Status	Auto-close Time
HD0000000243278	Linda Pratt	DMV	123	1	Service Desk	New	
HD0000000243279	Linda Pratt	DMV	456	Hardware (Voice/Telecom)	Service Desk	New	
HD0000000243287	Linda Pratt	DMV	test test	Hardware Network	Service Desk	Assigned	6/12/06 9:54:33 AM
HD0000000243295	Linda Pratt	DMV	abc 123	Hardware Network	Service Desk	New	
HD0000000243298	Linda Pratt	DMV	1234232	Apps Telecomm	Service Desk	Assigned	
HD0000000243299	Linda Pratt	DMV	123	Hardware (Voice/Telecom)	Service Desk	Assigned	
HD0000000243307	Linda Pratt	DMV	testing mid-tier2	Hardware Network	Service Desk	Assigned	
HD0000000243308	Linda Pratt	DMV	testing mid-tier	Hardware	Service Desk	Assigned	

[Refresh](#)

[Details](#)

SEARCH MY ORGANIZATION'S OPEN TICKETS

- This will display your Organization's Open tickets.



The following links will allow you to submit a new ticket, search for open tickets, or search for tickets that were closed within the last 30 days. If you need assistance, please contact the Department of Technology Services, Service Desk at DTSHELP@dts.ca.gov or call (916) 464-4311 (CALNET 433-4311) for assistance.

[Logout](#)

[Submit a Service Desk Ticket](#)

[Search for My Open Tickets](#)

[Search for My Group's Referred Open Tickets](#)

[Search for My Organization's Open Tickets](#)

[Search for My Organization's Closed Tickets for the Last 30 Days](#)

[Remedy Service Desk Ticketing System Procedures](#)

My Organization's Open Tickets

11 entries returned - 11 entries matched

▲ Case ID+	Requester Name+	Summary	Category	Assigned To Group+	Status	Auto-close Time
HD0000000243278	Linda Pratt	123	1	Service Desk	New	
HD0000000243279	Linda Pratt	456	Hardware (Voice/Telecom)	Service Desk	New	
HD0000000243287	Linda Pratt	test test	Hardware Network	Service Desk	Assigned	6/12/06 9:54:33 AM
HD0000000243295	Linda Pratt	abc 123	Hardware Network	Service Desk	New	
HD0000000243298	Linda Pratt	1234232	Apps Telecomm	Service Desk	Assigned	
HD0000000243299	Linda Pratt	123	Hardware (Voice/Telecom)	Service Desk	Assigned	
HD0000000243307	Linda Pratt	testing mid-tier2	Hardware Network	Service Desk	Assigned	
HD0000000243326	Linda Pratt	testing mid-tier	Hardware Network	Service Desk	Assigned	
HD0000000243328	Todd Pastorski	Pass Network ID to	Environment	Service Desk	Resolved	6/21/06 11:24:30

[Refresh](#)

[Details](#)

SEARCH MY ORGANIZATION'S CLOSED TICKETS FOR THE LAST 30 DAYS

- This will display your Organization's tickets that have closed in the last 30 days. If you need to view tickets that are older than 30 days, call the DTS Service Desk at (916) 464-4311.



The following links will allow you to submit a new ticket, search for open tickets, or search for tickets that were closed within the last 30 days. If you need assistance, please contact the Department of Technology Services, Service Desk at DTSHELP@dts.ca.gov or call (916) 464-4311 (CALNET 433-4311) for assistance.

[Logout](#)

[Submit a Service Desk Ticket](#)

[Search for My Open Tickets](#)

[Search for My Group's Referred Open Tickets](#)

[Search for My Organization's Open Tickets](#)

[Search for My Organization's Closed Tickets for the Last 30 Days](#)

[Remedy Service Desk Ticketing System Procedures](#)

My Organization's Closed Tickets for the Last 30 Days

4 entries returned - 4 entries matched

▲ Case ID+	Requester Name+	Summary	Category	Assigned To Group+	Status	Auto-close Time	▲
HD0000000243287	Linda Pratt	test test	Hardware Network	Service Desk	Closed	7/25/06 9:16:08 AM	
HD0000000243298	Linda Pratt	1234232	Apps Telecomm	Service Desk	Closed	7/25/06 9:18:26 AM	
HD0000000243299	Linda Pratt	123	Hardware (Voice/Telecom)	Service Desk	Closed	7/25/06 9:18:58 AM	
HD0000000243335	Linda Pratt	test test	DEC1	Service Desk	Closed	7/25/06 9:16:53 AM	

Refresh Details

- You can sort any column alphanumerically by clicking on the Column Titles.

My Organization's Closed Tickets for the Last 30 Days

4 entries returned - 4 entries matched

▲ Case ID+	Requester Name+	Summary	Category	Assigned To Group+	Status	Auto-close Time	▲
HD0000000243287	Linda Pratt	test test	Hardware Network	Service Desk	Closed	7/25/06 9:16:08 AM	
HD0000000243298	Linda Pratt	1234232	Apps Telecomm	Service Desk	Closed	7/25/06 9:18:26 AM	

Viewing a Ticket

- The top portion of the ticket is stationary and always visible and contains information on the Category, Type, Item, Summary and the Status of the ticket.

Category	Apps Telecomm	Closure Code	(Clear)	Status	Closed
Type	Cisco Works	Escalated?	No	Pending	(Clear)
Item	Software	Network ID			
Summary	1234232				

- You can view additional information about a ticket by clicking on the various tabs. You have **Read-Only** access and will not be allowed to modify a ticket.

Category	Apps Telecomm	Closure Code	(Clear)	Status	Closed
Type	Cisco Works	Escalated?	No	Pending	(Clear)
Item	Software	Network ID			
Summary	1234232				

General Activity Requester Information Solutions

Case ID#	HD0000000243298	Case Type	Problem	Significant Reporting	<input type="radio"/>
Priority	Low	Source	Web	System Down?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Urgency	Low				

Description 1234232

Attach Label	File Name	Max Size
Attachment 1		
Attachment 2		
Attachment 3		

Add Delete Display Save to Disk

Last Activity: Affected Org DTS DMV

Print Ticket Modify Close

GENERAL TAB

- The General Tab will display fields such as the Ticket Number, Priority and Description. The Attachment field is for In-house second level staff only, you will not be able to view the file. The Description field is a copy of the Summary field plus any other additional information that is available.

General	Activity	Requester Information	Solutions												
<div><div>Case ID# HD0000000243298</div><div>Priority Low</div><div>Urgency Low</div></div> <div><div>Case Type Problem</div><div>Source Web</div></div> <div><div>Significant Reporting <input type="radio"/></div><div>System Down? <input type="radio"/> Yes <input checked="" type="radio"/> No</div></div> <div><div>Description 1234232</div><div><table border="1"><thead><tr><th>Attach Label</th><th>File Name</th><th>Max Size</th></tr></thead><tbody><tr><td>Attachment 1</td><td></td><td></td></tr><tr><td>Attachment 2</td><td></td><td></td></tr><tr><td>Attachment 3</td><td></td><td></td></tr></tbody></table><div>Add Delete Display Save to Disk</div></div></div> <div><div>Last Activity:</div><div>Affected Org DTS DMV</div></div>				Attach Label	File Name	Max Size	Attachment 1			Attachment 2			Attachment 3		
Attach Label	File Name	Max Size													
Attachment 1															
Attachment 2															
Attachment 3															

Print Ticket Modify Close

ACTIVITY TAB

- The Activity Tab contains the Worklog, Time Spent, Group Assignment and Time information about the ticket.

General	Activity	Requester Information	Solutions
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Case Log
Work Log



Event Date
Event Time

Time Spent Resolving Case
Time Spent (min) 0 Start Time Start Clock Stop Clock Total Time Spent (min) 0


Assignment
Group+ Service Desk
Individual+ Assignment History

Time Information
Arrival Time 5/30/06 1:15:04 PM Assigned 5/30/06 1:15:04 PM Resolved 7/10/06 9:18:26 AM
Submitted By Linda Pratt Last-modified-by Stacy Fong Modified Time 7/10/06 9:18:31 AM
Submitter Org DMV Created By Linda Pratt Create Date 5/30/06 1:15:04 PM

Print Ticket Modify Close


<u>Field Name</u>	<u>Description</u>
Worklog	The worklog is where entries are made on the status of the ticket. Entries saved in the worklog are date and time stamped along with the name of the individual making the entry. Entries in the worklog are permanent and cannot be changed or deleted. You can view entries in the worklog by clicking on the Diary. 
Time Spent Resolving Case	This field is used to enter how many minutes the ticket has been worked on.
Group+	This field is used to select the unit the ticket will be assigned to. If you leave the field blank, it will automatically send the ticket to the Help Desk for ticket assignment.
Time Information	The time information is system generated.
Assignment History	This log is system generated and shows the date and time the ticket was assigned to each unit. The entries in this log are protected from being changed or deleted. You can view this log by clicking on the Diary. 

ACTIVITY TAB (CONTINUED)

- By clicking on the Diary  you will open the Worklog allowing you to see all entries that were entered in this ticket. All entries are permanent and can not be changed.

General **Activity** Requester Information Solutions

Case Log

Work Log  Event Date

Event Time

Time Spent Resolving Case

Time Spent (min) Start Time ...

Start Clock Stop Clock

Total Time Spent (min)

Assignment

Group+ Individual+

Time Information

Arrival Time Submitted By Submitter Org

Work Log - Microsoft Internet Explorer

Diary History:

7/10/06 9:18:05 AM Stacy Fong
test

5/30/06 1:15:04 PM Linda Pratt
Email address: donald.savant@dts.ca.gov

Diary Editor:

OK Cancel

Resolved ...



Modified Time ...

Create Date ...

Print Ticket Modify Close

REQUESTER INFORMATION TAB

- The Requester Information Tab contains contact information about the individual (**Caller**) reporting the problem and the name of the individual (**Requester**) with the problem. By clicking on the Profile buttons, you can retrieve additional information about the individual. There are two windows at the bottom of the display, these will show the requester's assets and other open cases the requester has submitted.

General	Activity	Requester Information	Solutions											
<div><div>Caller Caller Login Name+ Linda Pratt Caller Name+ Linda Pratt ... Caller Phone 916-657-7268</div><div>Requester Login Name+ Linda Pratt Name+ Linda Pratt ... Phone 916-657-7268 Office VIP No Accounting Code Organization DMV Region Site Department Division</div></div> <div> Caller Profile  Requester Profile</div> <div><div>Requester's Open Cases 6 entries returned - 6 entries matched <table border="1"><thead><tr><th>Case ID+</th></tr></thead><tbody><tr><td>HD0000000243278</td></tr><tr><td>HD0000000243279</td></tr><tr><td>HD0000000243295</td></tr><tr><td>HD0000000243307</td></tr></tbody></table><div>Select All DeSelect All Refresh Report Details...</div></div><div>Assets Used by Requester Table has Not been Loaded <table border="1"><thead><tr><th>Asset ID+</th><th>Name</th><th>Serial Number</th><th>Status</th><th>Category</th><th>Type</th></tr></thead><tbody></tbody></table><div>Refresh Details...</div></div></div> <div>Print Ticket Modify Close</div>				Case ID+	HD0000000243278	HD0000000243279	HD0000000243295	HD0000000243307	Asset ID+	Name	Serial Number	Status	Category	Type
Case ID+														
HD0000000243278														
HD0000000243279														
HD0000000243295														
HD0000000243307														
Asset ID+	Name	Serial Number	Status	Category	Type									

SOLUTIONS TAB

- The Solutions Tab will display the solution used to resolve or problem as well as other possible solutions that could pertain to your problem.

General	Activity	Requester Information	Solutions
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Current Case Solution

Summary	<input type="text" value="test"/>	▼ ...
Details	<input type="text" value="test"/>	...
Root Cause	<input type="text"/>	...
Resolution Method	<input type="text"/>	...

Propose Solution to Manager

List Possible Solutions...

Search External Websites

Print Ticket

Modify

Close

Printing a Ticket

- To print a ticket, click on the Print Ticket button. This will display the entire ticket, including entries in the Worklog. Click on File and then Print.

Category Apps Telecomm **Closure Code** (Clear) **Status** Closed

Type Cisco Works **Escalated?** No **Pending** (Clear)

Item Software **Network ID**

Summary 1234232

General **Activity** **Requester Information** **Solutions**

Caller
Caller Login Name+ Linda Pratt **Requester Login Name+** Linda Pratt **Organization** DMV

Region **Site** **Department** **Division**

Printing Code

Ticket # HD0000000243298

Full Name Linda Pratt

Phone 916-657-7268

Office

Organization+ DTS

Region

Site

Department

Division

Description 1234232

Priority Low

Urgency Low

Category Apps Telecomm

Type Cisco Works

Item Software

Network ID

Assigned Group Service Desk

Create Date 5/30/06 1:15:04 PM

Resolved Date

Status Closed

Pending

Work Log Stacy Fong 7/10/06 9:18:31
 The solution used is test

Stacy Fong 7/10/06 9:18:26
 test

Stacy Fong 7/10/06 9:18:05
 test

Division

Description 1234232

Priority Low

Urgency Low

Category Apps Telecomm

Type Cisco Works

Item Software

Print Ticket **Modify** **Close**